

***Citywide Training & Development presents courses for
“The Leader Within” – August offerings for Small Businesses***

Computer Courses				
Session #	Course Title	Date	Time	Cost**
3940	Outlook Shortcuts & Organizing Your Inbox	8/11/15	8:00am – 11:00am	\$79
3941	Microsoft Word Basics	8/13/15	8:00am – 4:00pm	\$129
3942	Mail Merge with Word	8/14/15	8:00am – 11:00am	\$79
3943	Microsoft Tables & Charts	8/14/15	1:00pm – 4:00pm	\$79
3944	Microsoft PowerPoint Basics	8/21/15	8:00am – 4:00pm	\$129
Professional Development Courses				
Session #	Course Title	Date	Time	Cost**
3798	Teens & Technology	8/4/15	10:00am – 11:30am	\$39
3787	Building Motivation & Morale	8/6/15	8:00am – 10:00am	\$39
3930	Leadership 101	8/6/15	8:00am – 12:00pm	\$79
3804	Art of Listening	8/6/15	1:00pm – 4:00pm	\$59
3814	Secrets of Healthy Teams	8/10/15	1:00pm – 4:00pm	\$59
3788	Negativity in the Workplace	8/13/15	8:30am – 9:30am	\$39
3789	Creating Passion	8/13/15	9:30am – 11:00am	\$39
3812	Get Focused, Get Productive	8/13/15	1:00pm – 4:00pm	\$59
3931	Defensive Driving	8/17/15	12:00pm – 4:00pm	\$79
3813	What Great Managers Do	8/17/15	1:00pm – 4:00pm	\$59
3927	Leadership Skills for Supervisors	8/18/15	8:00am – 12:00pm	\$79
3933	Unconscious Bias	8/18/15	9:00am – 10:00am	\$29
3932	Motivating Your Workforce	8/19/15	8:00am – 12:00pm	\$79
3934	Critical Thinking Skills	8/19/15	8:00am – 12:00pm	\$79
3935	Women and Leadership	8/20/15	8:00am – 12:00pm	\$79
3790	Building Trust in the Workplace	8/21/15	8:00am – 11:00am	\$59
3936	Office Politics	8/25/15	8:00am – 12:00pm	\$79
3937	Mental Models – The Key to Making Reality-Based Decisions	8/25/15	8:00am – 12:00pm	\$79
3926	Balancing Priorities	8/26/15	8:00am – 11:00am	\$59
3791	Improving Processes	8/27/15	8:00am – 10:00am	\$39
3792	Creating Win-Win Dialogues	8/27/15	10:00am – 11:30am	\$39
3939	Developing Your Executive Presence	8/27/15	8:00am – 4:00pm	\$119

**All classes are held at Citywide Training & Development,
at the Chester C. Christie Training Center
1111 E. Broad St., Suite LL01
Columbus, OH 43205
614-645-2851 phone**

****All courses are FREE for eligible small businesses.**

For details on eligibility, visit our website at www.Columbus.gov/SmallBusinesses

Course Descriptions

Art of Listening – Learn to identify verbal turn-offs known as roadblocks to communication. Develop specific listening skills. Use silence as a means of communication. Detect and reflect feelings and non-verbal behavior more effectively.

Balancing Priorities – "Everything on my project list is due yesterday; I just don't know where to start!" How many times have you heard this plea for help? The demand for productivity is greater than ever before. Deadlines are tight, resources are limited, technology is complex, and oftentimes employees have the added challenge of reporting to more than one manager. It's no surprise this pressure can lead to increased conflict and overwhelming feelings of confusion. That is, until you equip them with the skills they need to manage their workload effectively.

Building Motivation & Morale – Come investigate practical, timely tips that can contribute to employee motivation and increased productivity. Managers and supervisors will learn how communication and personal management styles can contribute to or detract from employee motivation and morale.

Building Trust in the Workplace – Participants in this training look at their workplace and employee behaviors that undermine workplace trust. By exploring the characteristics of the healthy workplace, participants get a clearer picture of what changes may improve their work environment.

Creating Passion – This thought-provoking training is designed to encourage participants to energize themselves. Content includes creating a productive work environment and self-motivation. Come discuss the value of goal-setting and achievement.

Defensive Driving – This four-hour course motivates participants to change their behind-the-wheel behaviors and attitudes. It gives them key understanding, skills and techniques to avoid collisions and reduce future violations. The result is a more responsible driver who grasps best practices to prevent injury and death while operating a motor vehicle.

Developing Your Executive Presence – Some people immediately command attention and respect when they walk into a room. Do you have that kind of presence? If not, is it something that you would like to develop? This one-day workshop will help you do just that by building your credibility, improving your personal appearance, honing your networking skills, and enhancing your ability to communicate effectively. You will also receive an introduction to core leadership skills.

Get Focused, Get Productive – Worrying, hurrying and being preoccupied seem to be the norm in our society today. Although it seems counter-intuitive, we can get more done and make fewer mistakes if we can slow down and bring all our resources to bear on each situation we encounter. Come learn to recognize techniques for becoming more calm and focused that will result in less stress. Focus on the here and now!

Improving Processes – If you are on a quest to deliver the best product you can, as effectively as possible, this course is for you. Learn to recognize the components of a process, key process improvement principles, and differentiate between core and support processes.

Leadership 101 – Great leaders aren't just born that way—they must learn how to lead and influence others through experience, mentoring, and training. Leadership 101 gives both newly emerging and experienced leaders and managers the tools and techniques for developing and refining their skills. Learn proven methods and techniques to apply emotional intelligence in the workplace to enhance employee relationships and increase productivity.

Course Descriptions

Mental Models: The Key to Making Reality-Based Decisions – Each one of us has a perception of reality about how the world works—a mental model. Like an internal hard drive, they provide understanding, guide thinking, and direct decision making. Built from everyday experiences, outside influences, and rewards such as money and success, mental models can be both beneficial and detrimental to success. Just as technology shifts and advances, so does the need for individuals, teams, and organizations to update, flex, and reconstruct mental models to improve performance.

Motivating Your Workforce – It's no secret. Employees who feel they are valued and recognized for the work they do are more motivated, responsible and productive. This workshop helps supervisors and managers create a more dynamic, loyal and energized workplace.

Negativity in the Workplace – This program is a must for all employees. Participants will learn how to identify the ways negativity surfaces in the workplace and recognize the relationship of workplace change to negative behavior and interaction. Time will be spent helping participants identify ways to stay focused, productive and positive.

Office Politics – Office politics often stir up negative images and memories of bad experiences. Learn about both negative tactics and the positive side of office politics. Discover how to use office politics to your advantage while being true to yourself.

Performance Appraisals - As a supervisor, it's necessary to understand our Performance Appraisal System. Explore the system for rating AFSCME, CMAGE and FOP-OLC employees and learn to develop performance standards and document/reinforce daily performance. This course also offers guidelines for conducting an objective performance review and actual practice preparing the performance appraisal form.

Target Audience: Supervisors and Managers of AFSCME, CMAGE and FOP-OLC employees

Secrets of Healthy Teams – Without healthy conflict in a workgroup, decisions are normally based upon power and built with limited perspectives. The consequences that follow these decisions may encourage lukewarm follow-through resulting in an absence of trust and continued conflict. Come discover how healthy conflict can get important issues to the table, encourage multiple viewpoints, and result in straightforward solutions more likely to be implemented!

Teens and Technology – Come hear about social media trends and how technology is impacting our youth. Teens today are faced with all kinds of challenges and there are many apps available for download in the “play store”. This session will give tips on which apps are safe for kids and which ones they should stay away from. This course is brought to you by our partners at The Center for Family Safety and Healing.

Unconscious Bias – Are we on top of our biases, or might we be harboring some prejudices that lie outside our awareness? This program will define unconscious bias and give us a framework in which to understand it. With numerous discussion opportunities, participants will explore biases, examine the conflict that arises between one's natural inclination to categorize and the conscious drive towards diversity, look at how unconscious bias is measured, and identify ways to overcome these biases.

What Great Managers Do – No particular management style works for everyone. Great managers understand their strengths and weaknesses and adopt a style that capitalizes on strengths while minimizing weaknesses. Discover how detecting strengths in you and in your team members can improve both productivity and morale. Target Audience: Supervisors and managers

Women and Leadership – This half-day workshop is a comprehensive skill-building program that combats the specific challenges women face with effective techniques for helping them to become effective leaders.

